# DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS UNEMPLOYMENT INSURANCE DIVISION

# INSTRUCTIONS ON INTERNET FILING OF QUARTERLY WAGE REPORTING SYSTEM (QWRS)

**January 18, 2006** 

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#### I. INTRODUCTION

The Hawaii Unemployment Insurance (HUI) Express is a secure and easy way to file your Unemployment Insurance (UI) wage reports through the state's official website at <a href="http://hui.eHawaii.gov">http://hui.eHawaii.gov</a>. Register online and use our free Quarterly Wage Reporting System (QWRS) software program. The QWRS software program creates an electronic file, which you can send online. The program also prints the Form UC-B6, Quarterly Wage, Contribution and Employment and Training Assessment Report, which you can use to pay your contribution.

Employers interested in using the QWRS software program can register to file online and once approved can download the program. Employers may also contact our office for the QWRS software program on CD.

If you do not use the QWRS software program you may create your own file using the new "Record Layout for Programmers." **Employers must obtain approval prior to sending your QWR files using the new Record Layout.** Contact our office for a copy of the "Employer's Guide for Preparing the Magnetic Media Record Layout" or download the guide at <a href="http://Hawaii.gov/labor/ui">http://Hawaii.gov/labor/ui</a>.

In order to register, you will need your Department of Labor (DOL) number, Federal Employer Identification number (FEIN) and your own personal e-mail address.

This publication will provide you with step-by-step instructions to register for online filing of quarterly wage reports and demonstrate how to file your reports online. Once your application is approved, you can use the HUI Express website to file reports, file amended reports, view a history of reports filed, update account information and download the QWRS software program.

#### II. HOW TO REGISTER

User's can directly log on to the website to register for online filing or use the QWRS program to access the online filing.

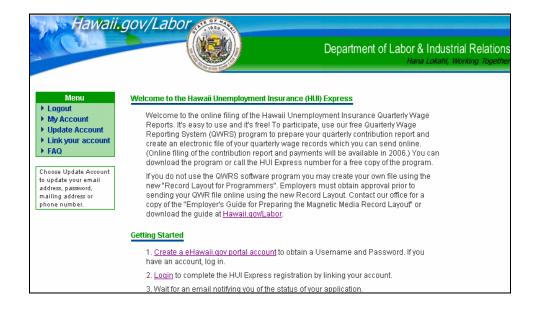
## A. Log on to website

The first step is to access <a href="http://hui.eHawaii.gov">http://hui.eHawaii.gov</a> website to "Create an Account" to obtain a Username and Password. Second, you must complete the HUI application to link your eHawaii.gov account. You will receive an email notifying you that the application was submitted. HUI will review the application and another email will be sent to notify you of the status of the application. Once your application is approved, you may file QWRS reports online. There are several ways to access the website to register for online filing.

• Employers can log on to <a href="http://hui.eHawaii.gov">http://hui.eHawaii.gov</a>. The "Welcome to the Hawaii Unemployment Insurance (HUI) Express" page will be displayed.

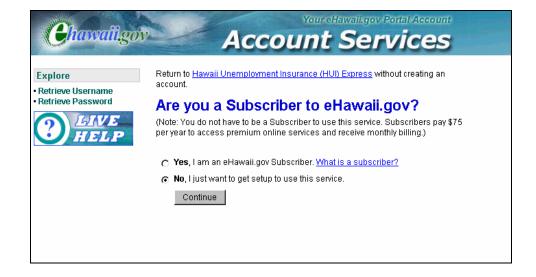
- Employers can also log onto the <a href="http://Hawaii.gov/labor/ui">http://Hawaii.gov/labor/ui</a> and click on the link to access the HUI Express. The user will be directed to the "Welcome to the Hawaii Unemployment Insurance (HUI) Express" page.
  - 1. Welcome to the Hawaii Unemployment Insurance (HUI) Express Page Once you have accessed the HUI Express website, the "Welcome to the Hawaii Unemployment Insurance (HUI) Express" page will be displayed.

Click on **Create a eHawaii.gov portal account** to obtain a Username and Password. If you already have an account, click on **Login** to access your online account.



## 2. Are you a Subscriber to eHawaii.gov? Page

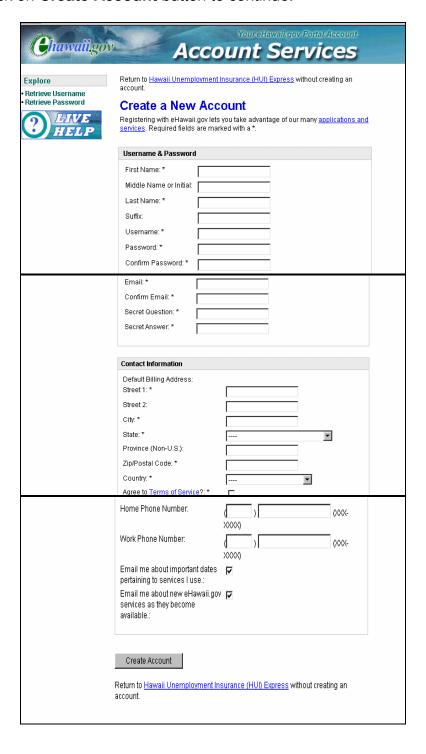
At the "Are you a Subscriber to eHawaii.gov?" page, check "No, I just want to get setup to use this service." Click on the **Continue** button and the "Create a New Account" page will open.



## 3. Create a New Account Page

At the "Create a New Account" page, complete the application to obtain a Username and Password. Caution: The Username and Password are case sensitive. Be sure to make a note of your Username, Password and Secret Answer for future use. Fields with an asterisk (\*) are required fields.

Click on Create Account button to continue.



## 4. Create an eHawaii.gov portal account- Confirmation Page

At the "Create an eHawaii.gov portal account- Confirmation" page, click on **login** to link you account to Hawaii Unemployment Insurance Express.



## 5. Login Page

You will be taken to the **Login** page, enter your eHawaii.gov account Username and Password. Click on the **Login** button to continue.



## 6. My Account Page

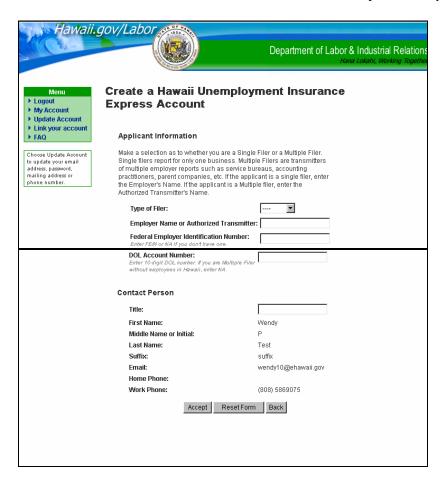
At the **My Account** page, click on **Link your account** to complete the HUI Express registration.



# 7. Create a Hawaii Unemployment Insurance Express Account Page (Accept)

At the "Create a Hawaii Unemployment Insurance Express Account" page, complete the application to register to file Quarterly Wage Reports online.

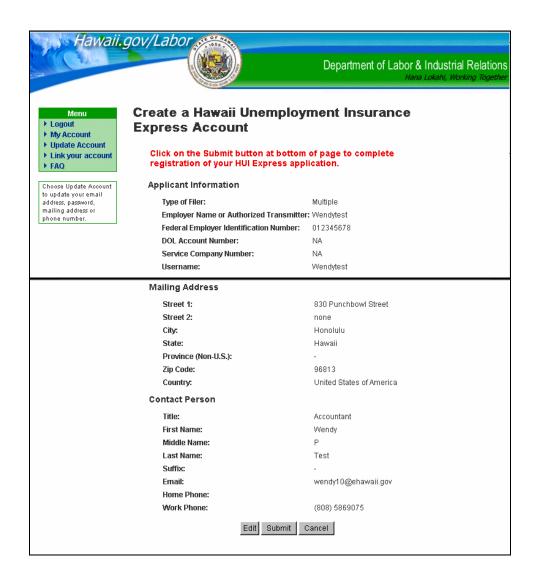
- a) If the applicant is a Single filer, enter the Employer's name. If the applicant is a Multiple Filer, enter the Authorized Transmitter's Name.
- b) Enter the 9-digit FEIN.
- c) Enter the DOL number. Multiple filers with no employees in Hawaii enter "NA".
- d) Multiple Filers enter their Service Company number if assigned. If not assigned a Service Company number, enter "NA" and one will be assigned when the application is reviewed and approved.
- e) Enter the Title of the contact person. (I.e.: Owner, President, Partner, etc.)
- f) Click the Accept button to continue. Click Reset Form to delete all information. Click the Back button to return to the My Account page.



# 8. Create a Hawaii Unemployment Insurance Express Account Page (Submit)

Click on the **Submit** button at the bottom of the page to complete the application to register to file Quarterly Wage Reports online.

- a) Make sure the information on the application is accurate and then click on the Submit button.
- b) Click on the Edit button to return to application to make changes.
- c) Click on the Cancel button to cancel the application and return to a blank application.



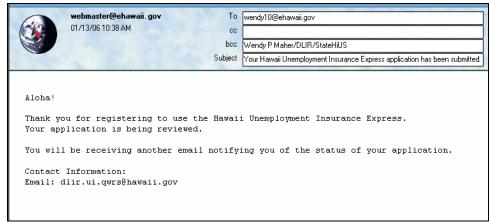
## 9. Your application has been submitted Page

A copy of the submitted application may be viewed or you may print a PDF version. You will receive an email that your application has been submitted.

Once your application has been reviewed, you will receive another email notifying you of the status of your application.

- a) Approved Applications: If your application is "Approved", your email will include a link to return to HUI Express Welcome page and you can login to send reports online.
- b) Pending Applications: If your application is marked as "Pending", the email will include the reasons for the pending status and a link to return to the Login page and then to the HUI Express application to make changes.
- c) Disapproved Applications: If your application is "Disapproved", the email will include the reasons for disapproval.







#### webmaster@ehawaii.gov

01/03/06 07:55 AM

To wendy1@ehawaii.gov

cc

bcc Wendy P Maher/DLIR/StateHiUS

Subject Your Hawaii Unemployment Insurance Express application has been reviewed.

#### Aloha!

Your application for "wendy test" was reviewed and approved.

Now you are able to submit Hawaii Unemployment Insurance wage reports online!

See you on https://hui.ehawaii.gov/hui

Reason: This is a test.

Comments: Your reporting number is SV00000000.

Contact Information:

Email: dlir.ui.qwrs@hawaii.gov



#### webmaster@ehawaii.gov

01/13/06 11:03 AM

To wendy10@ehawaii.gov

cc

bcc Wendy P Maher/DLIR/StateHiUS

Subject Your Hawaii Unemployment Insurance Express application has been reviewed.

#### Aloha!

Your application for "Wendytest" was reviewed and marked as pending.

Click on the following link to update your application: http://hui.ehawaii.gov/hui/app/link account.html?accountId=334

Reason: Your FEIN does not match our records. Please return to HUI Express to update your FEIN.

Contact Information:

Email: dlir.ui.qwrs@hawaii.gov



#### webmaster@ehawaii.gov

01/12/06 08:06 AM

To wendy13@ehawaii.gov

bcc Wendy P Maher/DLIR/StateHiUS

Subject Your Hawaii Unemployment Insurance Express application has been reviewed.

#### Aloha!

Your application for "Christian Peters" was reviewed and not approved.

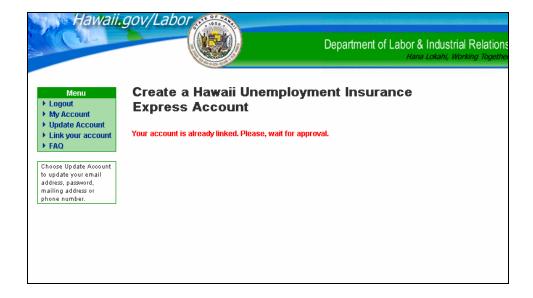
Reason: Your DOL account is cancelled. Contact the Unemployment Insurance office at 808-586-8914.

Contact Information:

Email: dlir.ui.qwrs@hawaii.gov

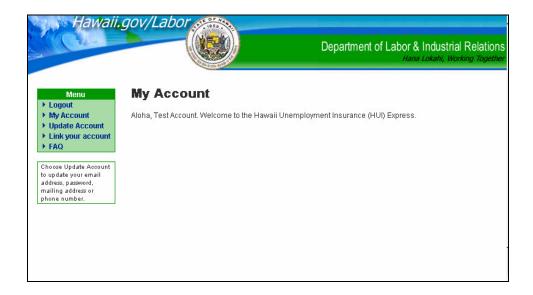
## 10. Create a Hawaii Unemployment Insurance Express Account Page

If your account is already linked but awaiting approval, you will receive a message to wait for approval. HUI will send an email notifying you of the status of your application.



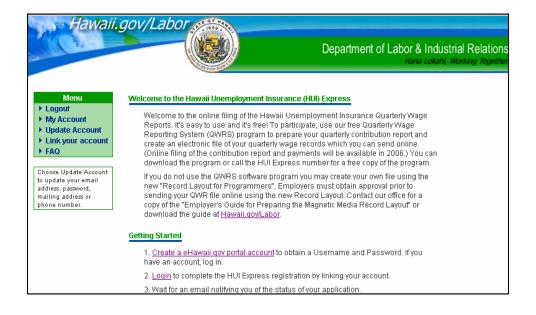
## 11. My Account Page (waiting for approval of account)

This is the "My Account" page when your application has been submitted and you are waiting for approval.



# 12. Approved Accounts - Welcome to the Hawaii Unemployment Insurance (HUI) Express

Once the account has been approved, use the link in your email or log onto <a href="http://hui.eHawaii.gov">http://hui.eHawaii.gov</a> to access the Welcome page. You will see the "Welcome to the Hawaii Unemployment Insurance (HUI) Express" page. Click on **Login** to continue.



## 13. Login Page

Enter your Username and Password and click on Login to continue.



## 14. My Account Page (after approval)

After you login, the "My Account" page opens. Choose an activity from the Menu box to continue. You may submit reports online, view a history of reports filed online, update account information and download the QWRS software program. For more details see Account Maintenance and Navigation section.



## B. Using the QWRS software program to register

Employers can access the website by using the QWRS software program. Open the QWRS software program and chose **File** then **Setup** from the Main QWRS page. Change the **File Destination** selection to **Internet**. Prepare your Quarterly Wage files as usual. Click on **Transmit** and enter your covered worker counts. Form UC-B6 will print and the transmit file will be created. For Multiple Filers, continue until the files are merged, the Transmittal Report prints and the transmit file is created. The QWRS program will access your Internet connection and the "Do you have a Hawaii Unemployment Insurance (HUI) Express account?" page will display.

# 1. Do you have a Hawaii Unemployment Insurance (HUI) Express account? Page

After "Transmitting" from the QWRS software program, the "Do you have a Hawaii Unemployment Insurance (HUI) Express account?" page opens. If you already have a Hawaii Unemployment Insurance (HUI) Express account, click "Yes". The Login page opens. Enter your Username and Password. You will be taken to the "Submit Wage Reports" page to submit your quarterly wage file.

Otherwise, click "No" and the "Welcome to the Hawaii Unemployment Insurance (HUI) Express" page will display. Follow the instructions in the "Getting Started" section to "Create a eHawaii.gov portal account." See Section A1 to A14 above.



#### III. I ALREADY HAVE AN EHAWAII.GOV ACCOUNT

If you already have an eHawaii.gov account, log on to <a href="http://hui.eHawaii.gov">http://hui.eHawaii.gov</a>. The "Welcome to the Hawaii Unemployment Insurance (HUI) Express" page will display. Click on **Login** and enter your Username and Password. The "My Account" page will display. Click on **Link** your Account and complete the HUI application. Follow Steps A6 thru A14.

#### IV. HOW TO FILE QWRS REPORTS

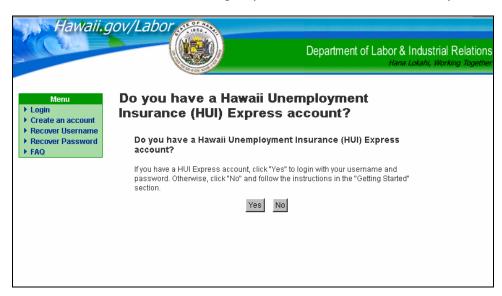
## A. Log on to Http://hui.eHawaii.gov

If you are submitting a flat file from the new "Record Layout," log on to <a href="http://hui.eHawaii.gov">http://hui.eHawaii.gov</a> to access the "Welcome to Hawaii Unemployment Insurance (HUI) Express" page. You must already have an eHawaii.gov account that has been linked to the HUI Express. If you do not have an account, see Steps A1 to A14. Otherwise, click on **Login** and enter your Username and Password. The "My Account" page will be displayed. Click on **Submit Report** in the Menu box. The "Submit Wage Reports" page will display. Follow the instructions to upload your wage file.

## B. Using the QWRS software to file QWRS reports

## 1. Do you have a Hawaii Unemployment Insurance (HUI) Express account? Page

The "Do you have a Hawaii Unemployment Insurance (HUI) Express account?" page opens. If you already have a Hawaii Unemployment Insurance (HUI) Express account, click **Yes**. Then enter your Username and Password. You will be taken to the "Submit Wage Reports" page to submit your quarterly wage file. Otherwise, click **No** and follow the instructions in the "Getting Started" section to "Create a eHawaii.gov portal account." Follow Steps A1 thru A14.



## C. Login Page

Enter your Username and Password to continue. If you need to register, click on **Return** to return to the "Welcome to Hawaii Unemployment Insurance (HUI) Express" page.



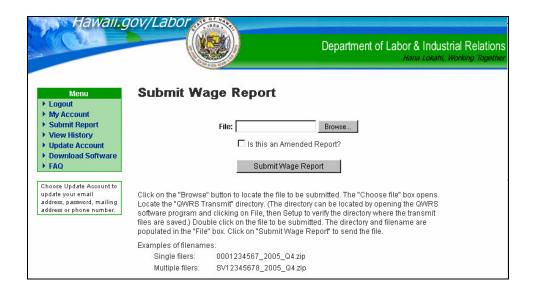
## D. Submit Wage Report Page

After entering Username and Password, the "Submit Wage Report" page will display. Click on the **Browse** button to locate the file to be submitted. The **Choose file** box opens. Locate the **QWRS Transmit** directory. (The directory can be located by opening the QWRS program and clicking on **File**, then **Setup** to verify the directory where the transmit files are saved to.) Double click on the filename to be submitted. The directory and filename are populated in the File box. If the report is an amended report, check the Amended Report box. Click on **Submit Wage Report** button to send the file to HUI and the successfully transmitted message will appear and you will receive a confirmation email. Click on **View History** in the Menu box to view a history of all files transmitted online.

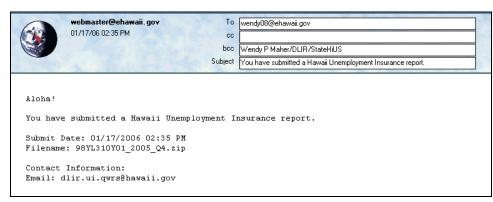
## Examples of filenames:

Single filer: 0001234567\_2005\_Q4.zip Multiple filers: SV12345678\_2005\_Q4.zip

**Reminder**: Mail your UC-B6, Quarterly Wage, Contribution and Employment and Training Assessment Report along with any payment to: State Tax Collector, P.O. Box 3223, Honolulu, HI 98601-3223.







#### V. ACCOUNT MAINTENANCE AND NAVIGATION

After you login, at <a href="http://hui.eHawaii.gov">http://hui.eHawaii.gov</a>, the "My Account" page opens. You can submit reports, view a history of the files you transmitted online, make changes to your account information, download the latest QWRS software program and view frequently asked questions.

## A. My Account

After you login, the "My Account" page opens. Choose an activity from the Menu box to continue.



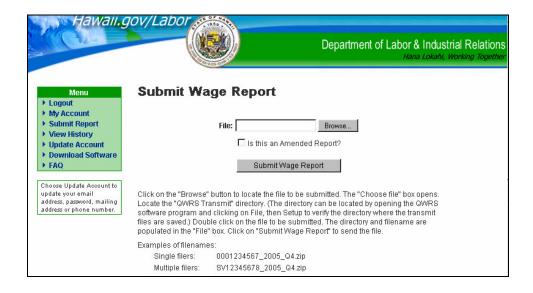
## **B. Submit Wage Report**

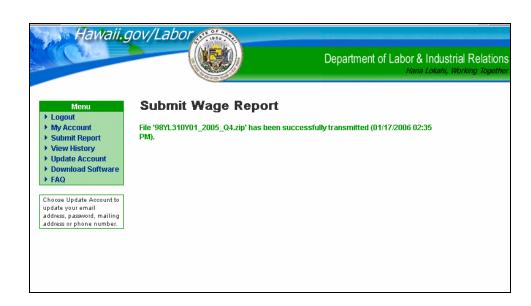
Select **Submit Report** from the Menu box to submit a wage report. The "Submit Wage Report" page opens. Click on the **Browse** button to locate the file to be submitted. The **Choose file** box opens. Locate the "QWRS Transmit" directory. (The directory can be located by opening the QWRS program and clicking on **File**, then **Setup** to verify the directory where the transmit files are saved to.) Double click on the filename to be submitted. The directory and filename are populated in the File box. If the report is an amended report, check the Amended Report box. Click on **Submit Wage Report** button to send the file to HUI and the successfully transmitted message will appear and you will receive a confirmation email. Click on **View History** in the Menu box to view a history of all files transmitted online.

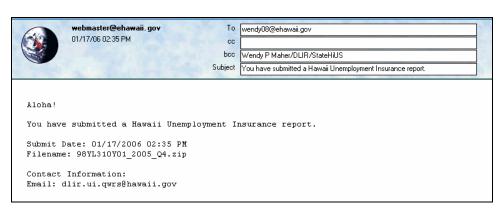
Examples of filenames:

Single filer: 0001234567\_2005\_Q4.zip Multiple filers: SV12345678\_2005\_Q4.zip

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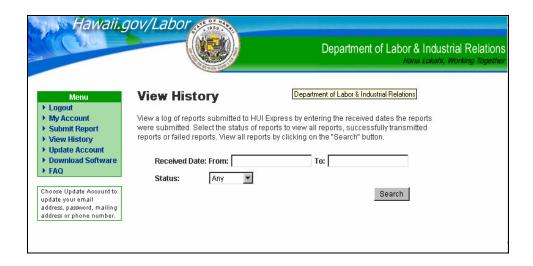






## C. View History

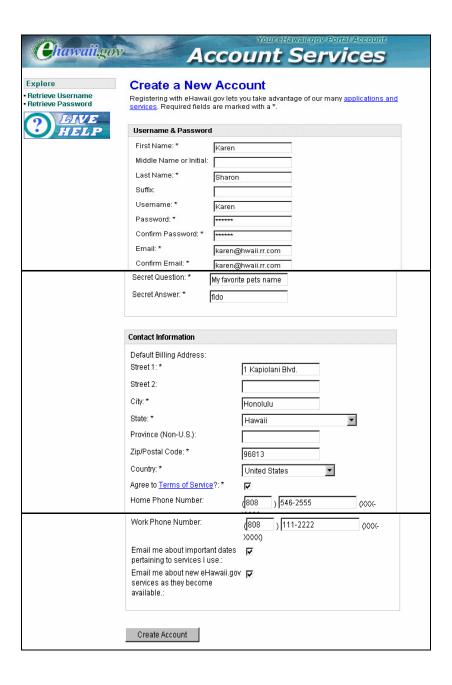
You can view the reports submitted online to HUI Express. Enter the received dates to limit the search. Select the Status to view successfully transmitted or failed reports. Or click **Search** to view all reports submitted online. The history shows the filename, date and time the file was transmitted and whether the file was successfully transmitted or not and a check box if the user marked the file as amended.





## **D. Update Account**

The Update Account link allows users to update the account information in eHawaii.gov and HUI Express accounts. Change the information you want to update, and then click on **Update My Account**. Your password must be entered to make any changes. Upon successful update, your eHawaii.gov and your HUI Express account will reflect the new information. Click on **Hawaii Unemployment Insurance (HUI) Express** link to return without updating the account.



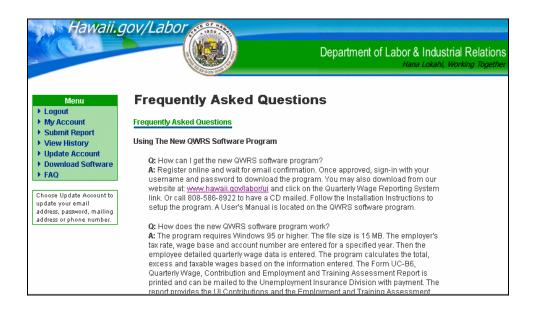
#### E. Download Software

Choose the **Download Software** form the Menu box to download the QWRS software program. The program requires Windows 95 or higher and the file size is 6.08 MB. Click the **Download** button and follow the instructions on the web page to download. You will need to save the program on your computer then install the software. Included in the download is a Readme.txt file with Installation Instructions for the QWRS program.



## F. Frequently Asked Questions

Click on **FAQ** to view the Frequently Asked Questions for "Using the New QWRS Software Program" and "Online Filing of Quarterly Wage Reports."



#### G. Recover Username And Recover Password

If you forgot your Username or Password, click on the Recover Username or Recover Password to restore your username or password. You will receive an email with your Username or a new computer-generated Password.

